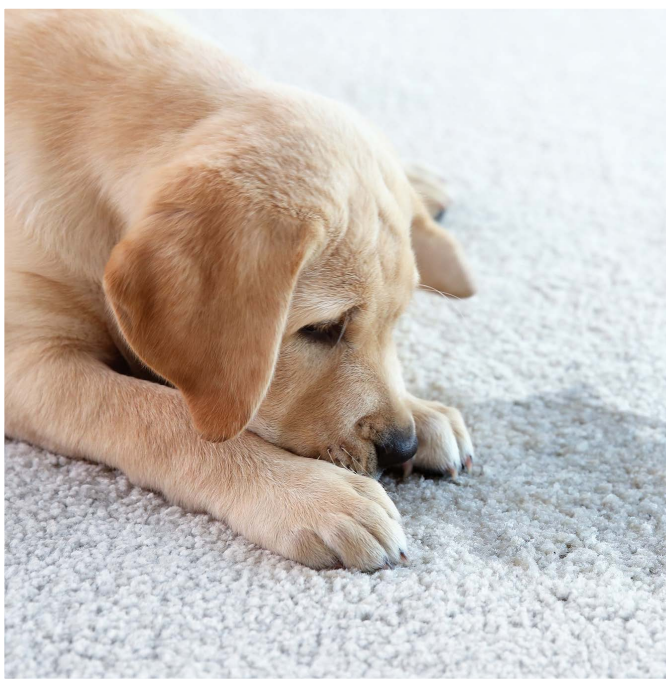


# Lifetime Stain Guarantee

## Cleaning Your Carpet



*Tips & tricks to keep your carpet looking its best  
as part of our Lifetime Stain Guarantee*

## Thank you from Hugh Mackay:

Thank you for purchasing a Hugh Mackay carpet backed up by our Lifetime Stain Guarantee. This Guarantee applies to all Hugh Mackay ranges constructed using man-made fibres including (but not limited to) polypropylene and polyester.

(For wool carpets, see our Wool Owners Warranty leaflet.)

To help you maintain your carpet and keep it looking its best, we have created this handy guide full of tips and tricks to tackle spills and stains.

No matter what the spill or stain, we would always recommend consulting a professional carpet cleaner. However, should you need to tackle the spill or stain yourself, the information in this guide could help.

## Bleach Cleanable:

All of our man-made carpets are 'bleach cleanable'.

This means that a diluted bleach solution (starting with 1 part bleach to 4 parts water and increasing to 1 part bleach to 1 part water for tougher stains) can be used to clean the area.

When cleaning using bleach, it's important to remember;

- keep the area free of children
- keep the area free of pets
- ensure the area is well ventilated
- wear protective gloves and clothing
- keep other fabrics and materials away from the bleach solution to avoid contamination and damage
- move any furniture you can to avoid damaging the colour or finish with the bleach solution
- always rinse the area with clean fresh water to dilute any remaining bleach
- allow to dry thoroughly before using the area again

If the solution gets onto skin, rinse immediately or seek medical help if needed.

# Maintaining Your Carpet

## Keeping Your Carpet Looking Its Best:

### How Often Should You Vacuum?

If the carpet is in a high traffic area and is heavily used every day, it is best to vacuum every day.

However for most people vacuuming 2-3 times a week is sufficient.

### What Type of Vacuum Should I Use?

Loop pile carpets are better maintained with a suction type (cylinder) vacuum cleaner, or a vacuum with no rotating brushes. These vacuums are kinder to the carpet surface and reduce the possibility of damage to the loops such as fuzzing and snagging. Rotating brushes can 'undo' the loop structure causing it to look worn much quicker and potentially damage the carpet.

### Take Care Early On:

Take care to vacuum your new carpet every day if possible for the first 2 months from installation. This helps the carpet to settle and helps maintain the initial strength of the carpet pile.

### Concentrate on Problem Areas:

The areas of a carpet that are most likely to face wear and tear and spills or stains are;

- entrance ways in rooms (especially if the previous floor was smooth wood or tile)
- areas below seating
- stair nosings
- hallways
- areas close to front or back doors

Concentrating more on these areas during regular vacuuming will help keep them looking better for longer. Between vacuuming, you may need to spot clean or wipe these areas with a damp cloth to help improve the appearance.

To avoid soiling carpets, you can install matting outside and inside front and back doors that trap any dirt before it is brought into the house.

You can also sweep or Hoover smooth flooring regularly to stop dirt being carried through onto carpets.

### When Should I Enlist a Professional Cleaner?

No matter how often the carpet is used, dirt will gather.

To maintain your carpet we recommend having your carpets cleaned at least once every 2 years. Lighter colour carpets will require more frequent cleaning to ensure the shade of the carpet is maintained.

Regular professional cleaning will extend the lifespan of the overall look of your carpet.

As part of this Lifetime Stain Guarantee, we require a professional cleaning service to treat any spills or stains before we can process any claim, receipt of this cleaning service will be required as proof of cleaning.

## Step by Step Guide to Clean a Spillage:

### 1. Blot

Using a clean absorbent cloth or kitchen roll, blot as much of the spill up as possible and as quickly as possible, pushing the cloth into the carpet to soak up the spill from the bottom of the pile. Repeat this across the full spill using clean cloths. If you have a light coloured carpet, preferably use white or light coloured cloths to avoid transference of colours.

Note: Do not rub a spill as this will simply spread the issue further

### 2. Rinse

If the spill/stain still persists, use a spray bottle of warm water to rinse the area, avoid oversaturate the space with water. Simply spray and blot until the spill/stain improves. Working from the outer edges of the spillage in-over will help to stop the spread of the spill.

### 3. Carpet Shampoo

If a simple rinse isn't working, you can use a carpet shampoo to help. Follow the instructions on the bottle for guidance. Avoid over-saturating the area with shampoo as this may worsen the issue.

### 4. Preventing Staining

If the above tips have helped, you can avoid a stain occurring by placing a clean, dry cloth or kitchen roll over the area and weighting it down. Adding weights such as heavy books will help the cloth absorb any liquids that have travelled to the bottom of the carpet pile. Leave the weighted cloth in-situ until the area has dried.

### 5. Bleaching the Area

If steps 1 - 3 have not succeeded, you can use a bleaching solution, diluted with water. Remember to wear protective gloves and ensure the area is free of children, pets, other fabrics or furniture and is well ventilated. Once applied, you may need to agitate the pile to let the solution permeate through. Make sure to rinse the area (see step 2) with warm water once complete and allow to dry (see step 4).

### 6. Professional Cleaning

Should the problem persist, you should consult a professional carpet cleaning service. Their experience and specially designed products can tackle most issues that can occur with a carpet.

### 7. Contact Us

If the stain still persists after professional cleaning, contact us. We will need proof of professional cleaning before we can take the issue further. From there, our Customer Services team will be able to help.

# Treating Specific Spills & Stains

## Snapshot Guide to Treating Spills & Stains

Below is a table of common household spills and stains. Alongside each is a number, this number indicates which method of cleaning should be used. A full breakdown of each Method can be found on the next page;

Spillage	Cleaning Method Advised	Spillage	Cleaning Method Advised
Asphalt/Tar	4	Jam/Marmalade/ Preservatives	2
Beer	2	Ketchup	3
Blood	7	Lard	<u>3</u> + 4
Butter	<u>3</u> + 1	Lemonade	2
Berries	2	Liquors	2
Candle Wax	4	Lotions	2
Carbon Paper	4	Mayonnaise	<u>3</u>
Chalk	1 + 2	Milk	<u>3</u>
Charcoal	<u>3</u>	Mud/Soil	1 (+3+2)
Cheese	<u>3</u>	Mustard	2
Chewing Gum	4	Nail Polish	6
Chocolate	2	Paint (oil based)	5
Coffee/Tea	2	Paint (water based)	<u>3</u> + 2
Cola	2	Peanut Butter	<u>3</u> + 4
Cooking Oil	<u>3</u> + 4	Pet Food	<u>3</u>
Cough Syrup	2	Rust	<u>3</u>
Eggs	2	Salad Dressing	<u>3</u>
Excrement	2 + 7	Shoe Polish	<u>3</u> + 5
Fruit Juice	2	Soya Sauce	<u>3</u>
Foundation	2	Sugar or Sticky Sweets	<u>3</u> + 2
Furniture Polish	6 + <u>3</u>	Tomato Juice	2
Glue	2	Toothpaste	2
Glue (liquid)	4	Urine	2 + 7
Grease	4	Varnish	5
Hairspray	2	Vomit	<u>3</u>
Ice-Cream	<u>3</u>	Wine	2
Ink	<u>3</u> + 4		

## Snapshot Guide to Treating Spills & Stains

Below is a table of cleaning Methods that can be used to reduce and remove common household spills and stains. For specific spills and stains, see the previous page;

Method	Details
Method 1	Allow to dry if wet, then vacuum the area
Method 2	Spray lukewarm water onto the carpet using a spray bottle and blot using absorbent white cloth, repeating until the spill is removed
Method 3	Use a quality carpet shampoo and apply by spraying onto the carpet. Allow a couple of minutes for the chemicals to loosen the soiling and then rinse off using Method 2
Method 3 (underlined)	Indicates the carpet shampoo should be warm (not hot). Simply stand the bottle in a bowl of warm water to warm the solution, then carry out Method 3, followed by Method 2
Method 4	Apply a small amount of dry cleaning solvents to a white cloth and dab onto the carpet, taking care not to wet the backing. Blot immediately with a dry white cloth and repeat process until the spill or stain is lifted
Method 5	Apply a small amount of Turpentine to a white cloth and dab onto the carpet, taking care not to wet the backing. Blot immediately with a dry white cloth and repeat process until the spill or stain is lifted
Method 6	Apply a small amount of Acetone (non-oily nail polish remover) to a white cloth and dab onto the pile surface taking care not to wet the backing. Blot immediately with a dry white cloth and repeat process until the stain is lifted
Method 7	Mix domestic bleach with water in a 50% bleach 50% water solution and apply using a spray bottle to moisten the pile surface once applied, blot the area and revert to Method 2 to rinse the area

# Guarantee Details

## What is covered by our Lifetime Stain Guarantee?

Our Lifetime Stain Guarantee covers any accidental spills or stains that affect the overall look or performance of the carpet.

This Guarantee will cover your carpet if you have tried to clean the spill/stain yourself, using the advice contained in this leaflet. In order to process any claim against the Lifetime Stain Guarantee, you must provide proof of a professional carpet clean (using hot water extraction/steam cleaning methods), we will require receipt of these cleaning services, totalling 1 receipt for at least every 24 months since the carpet installation date. Please contact our team within 30 days of the last professional carpet clean.

This Guarantee does not cover any deliberate damage carried out to the carpet or other damages including, but not limited to;

- burns
- tears
- water damage
- damage from abnormal usage
- pile reversal
- shading
- damage from improper cleaning
- natural disasters

## Are Costs Covered in the Lifetime Stain Warranty?

Claimants are responsible for funding any cleaning services before making any claims against the Lifetime Stain Guarantee.

This Guarantee covers a percentage of your carpets' original purchase price, this percentage operates on a straight line sliding scale and as such depreciates over time. For example, a claim made in the first year of installation will cover the majority of the carpet cost, whereas a claim made 10 years after installation will mean only 1/10th of the cost is covered. Cash refunds will not be offered under any circumstances.

This line of depreciation follows the natural lifespan of the carpet and takes into consideration the effects of time and usage.

Should your claim result in a replacement carpet, the claimant will be responsible for funding the removal of the old carpet, installation of the new carpet and any other costs associated.

All claims will be visited by an independent inspector to assess the damage and determine the cause of the issue. If the inspection determines that this Guarantee does not cover the issue in question, the claimant will be responsible for the costs of the independent inspector visit.

If the inspection determines that this Guarantee does cover this issue in question, we will work with the independent inspector and the claimant to ensure the best solution is found, up to and including replacing the carpet. Should the same carpet no longer be available, we will substitute the nearest match we offer in comparable style, quality, colour and value.

To file a claim, simply get in touch with our Customer Services team;  
Email: [customerservice@viewlogistics.co.uk](mailto:customerservice@viewlogistics.co.uk)  
Call: 01429 892555

**TMG**  
The Mackay Group



# **HUGH MACKAY**

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## carpets

# **Lifetime Stain Guarantee**

## Cleaning Your Carpet

For more information on our Lifetime Stain  
Warranty, see our Lifetime Stain Warranty  
Terms & Conditions